

Relay Texas June 2005 - May 2006

Total complaints from both Traditional Relay and Captioned Telephone Service (CapTel)

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Арг	May	TOTAL	PCT
SERVICE COMPLAINTS														
00 Answer Wait Time	1		1							2			4	4%
Dial Out Time			1		1			1	1				4	4%
Didn't Follow Database Inst.		1	1								1		3	3%
03 Didn't Follow Cust. Instruct.	7	4	2	2						3	2	3	23	209
04 Didn't Keep Customer Informed	1		1							1			3	3%
05 Agent Disconnected Caller	1	1		2	1	2		3	2			2	14	129
06 Poor Spelling													0	0%
07 Typing Speed/Accuracy		1		4		3	1	2	3	1	3		18	169
08 Poor Voice Tone										1			1	1%
09 Everything Relayed		3						3				1	7	6%
10 HCO Procedures Not Followed									2		3		5	4%
11 VCO Procedures Not Followed								1					1	1%
12 Two-Line VCO Procedure Not F													0	0%
13 Background Noise Not Typed													0	0%
14 Feelings Not Described								1					1	1%
15 Recording Feature Not Used													0	0%
16 Noise in Center													0	0%
17 Agent Was Rude	3		1		2	3			1	2	2		14	129
18 Problem Answer Machine							1						1	1%
19 Spanish Service													0	0%
20 Speech to Speech		1		2			1						4	4%
21 Other Problem Type Complaint		1	1	1	2			3			1	2	11	109
TOTAL	13	12	8	11	6	8	3	14	9	10	12	8	114	
											-			
TECHNICAL COMPLAINTS														
2 Lost Branding			1										1	2%
3 Charged for Local Call													0	0%
4 Trouble Linking Up	2		1	4	1								8	169
5 Line Disconnected						1			3		1	2	7	149
6 Garbled Message	2	1	1		1	·	1	1	1		2	2	12	249
7 Database Not Available		·	·		·			·	·	2			2	4%
8 Split Screen													0	0%
9 Other Technical Type Complaint	3	1		3	3		2		1	4	3	1	21	419
TOTAL	7	2	3	7	5	1	3	1	5	6	6	5	51	,
TOTAL	-		3	-	- U		3		3	,	U	J	JI	-
MISC COMPLAINTS														
							1	1					2	509
								<u> </u>					0	0%
				1										0%
				1									0	
3 Carrier of Choice													0	0%
					1 1								1	259
4 Network Recording 5 Other					i								1	259